

WE'RE HIRING!

POSITION: BOX OFFICE ASSISTANT, VPAC

The Vail Valley Foundation (VVF) is seeking a Box Office Assistant for the Vilar Performing Arts Center in Beaver Creek. The Box Office Assistant will support the Box Office Manager with daily box office operations. They will be expected to answer phones, manage ticket orders, and provide venue information. They will provide the highest level of customer service at all times, respond to any complaints and work to deliver resolutions as quickly as possible. This position will also manage existing rental clients and seek out new rental opportunities with corporate and community partners.

WHAT IS VVF?

*Founded in 1981, the **Vail Valley Foundation (VVF)** was created to enhance the quality of life in the Vail Valley through athletic, cultural, and education programs and events. Today, the VVF operates with an average annual budget of approximately \$24 million and a full-time staff of 64 employees. Thanks to the generous support from individuals and corporations, the Foundation is responsible for providing this very special Colorado community with some of its most treasured annual events and programs.*



GOALS:

- The primary goal of this position is to maintain a high level of excellence for the day to day box office operations.
- Must have a strong focus on customer service and guest recovery efforts and success will be measured based on guest satisfaction.
- Negotiate and manage all rental contracts and increase rental revenue.



RESPONSIBILITIES:

- Coordinate with all VPAC departments to ensure needs of rental clients are met
- Seek out new rental opportunities that align with VPAC mission
- Manage day-to-day box office operations
- Field customer complaints & filter to appropriate departments
- Troubleshoot ticketing system as needed
- Execute proper cash handling and revenue control procedures
- Manage outreach reservations (Club Nights, Cordillera shuttle, etc)
- Ensure marketing materials are up-to-date and properly displayed outside the box offices
- Assist in donor ticketing fulfillment
- Become fluent in all aspects of AudienceView ticketing system
- Respond promptly to customer inquiries and requests and work with internal team to resolve and issues.

REQUIREMENTS:

- A minimum of 5 years of customer service experience.
- Previous AudienceView or ticketing system experience preferred.
- Excellent oral & written communication skills.
- Strong computer skills, database experience preferred.
- Ability to work a varied schedule including nights, weekends, and holidays.
- Willingness to assist other departments with administrative tasks as needed.
- A passion for the performing arts.

BENEFITS AND COMPENSATION:

This is a salaried, full time year-round position eligible for all VVF employment benefits

TO BECOME A CANDIDATE:

Please send a cover letter, resume and references to jobs@vfv.org

This job description is not an exhaustive list of duties; additional duties may be assigned.